

ABSTRAK

Vidya V. Hidayat. 2014. Faktor – faktor yang mempengaruhi kepuasan pasien dalam pelayanan keperawatan di ruangan interna kelas I RSUD Prof. Dr. H. Aloei Saboe Kota Gorontalo. Skripsi, Jurusan Keperawatan, Fakultas Ilmu – Ilmu Kesehatan dan Keolahragaan, Universitas Negeri Gorontalo. Pembimbing I dr. Zuhriana K. Yusuf, M.Kes dan Ns. Iqbal Husain, S.Kep, M.Kep, Sp.KMB Pembimbing II.

Pelayanan keperawatan adalah pelayanan keperawatan profesional yang memiliki mutu, kualitas, bersifat efektif, efisien sehingga memberikan kepuasan pada kebutuhan dan keinginan lebih dari yang diharapkan pelanggan atau pasien. Tujuan dari penelitian ini adalah Diketuinya Faktor-faktor Kepuasan Pasien dalam Pelayanan Keperawatan.

Desain Penelitian ini menggunakan metode penelitian survey analitik dengan pendekatan waktu *cross sectional*. Populasi dalam penelitian adalah seluruh pasien rawat inap pada saat penelitian. Sampel dalam penelitian ini berjumlah 33 orang dengan tehnik pengambilan *accidental sampling*. Analisis data yang digunakan adalah analisis univariat yaitu mendeskripsikan karakteristik setiap variabel penelitian.

Hasil penelitian menunjukkan *tangible* baik 28 (84,8%) dan kurang 5 (15,2%), *reliability* baik 27 (81,8%) dan kurang 6 (18,2%), *responsiveness* baik 29 (87,9%) dan kurang 4 (12,1%), *assurance* baik 29 (87,9%) dan kurang 4 (12,1%), *emphaty* baik 30 (90,9%) dan kurang 3 (9,1%) dan tingkat kepuasan pasien dalam kategori puas 29 (87,9%) dan tidak puas 4 (12,1%).

Kesimpulan tingkat kepuasan pasien dipengaruhi oleh pelayanan keperawatan dimana rata – rata pelayanan keperawatan dikategorikan baik. Saran diharapkan dapat bermanfaat bagi pihak rumah sakit untuk mempertahankan dan meningkatkan pelayanan keperawatan.

Kata Kunci: *Kepuasan Pasien, Pelayanan Keperawatan*

Daftar Pustaka : 22 (2000 - 2012)

ABSTRACT

Vidya V. Hidayat. 2014. Factors Affecting the Patient's Satisfaction for Nursing Service in Internal Room Class I of RSUD Prof. Dr. H. Aloei Saboe of Gorontalo City. Skripsi. Department of Nursing, Faculty of Health and Sport Sciences, Universitas Negeri Gorontalo. The principal supervisor was dr. Zuhriana K. Yusuf, M.Kes and the co-supervisor was Ns. Iqbal Husain, S.Kep, M.Kep, Sp.KMB.

Nursing service is professional nursing service that has quality, effective, and efficient so can give more satisfaction for what the patient's urge and need. The research aimed at finding out the factors affected the patient's satisfaction for nursing service.

Design of research was analytic survey method by having *cross sectional* approach. Population of research were all the patient of in internal room during the research period. Samples of research were 33 samples and taking through *accidental sampling* technique. Data analysis used univariate analysis to describe the characteristics for each research variables.

The result showed as follows: factor of *tangible* was in good category for 28 respondents (84,8%) and lack category for 5 respondents (15,2%); *reliability* was in good category for 27 respondents (81,8%) and lack category for 6 respondents (18,2%); *responsiveness* was in good category for 29 respondents (87,9%) and lack category for 4 respondents (12,1%); *assurance* was in good category for 29 respondents (87,9%) and lack category for 4 respondents (12,1%); *empathy* was in good category for 30 respondents (90,9%) and lack category for 3 respondents (9,1%); and patient's satisfaction was in satisfied category for 29 respondents (87,9%) and unsatisfied category for 4 respondents (12,1%).

To sum up, the average level of patient's satisfaction by nursing service was in good category. It is expected that this research becomes useful for hospital part to keep and increase the nursing service.

Keywords: *Patient's Satisfaction, Nursing Service*

Bibliography: 22 (2000-2012)

